

Intrepid's Social Features Harness The Wisdom of the Crowd

Intrepid Learning
Best Advance in Social Learning Technology
June 2018



Company Background



Company At-a-Glance	
Headquarters	Seattle, Wash., USA
Year Founded	2015
Revenue	Confidential
Employees	33
Global Scale	U.S. and U.K., learners accessing online platform worldwide
Customers/Output, etc.	45 clients, including Microsoft, Xerox, United Healthcare, IMS Health, Pearson, QuintilesIMS, global technology company, global management consulting company, global professional services firm, aerospace, consumer goods manufacturer, multinational conglomerate manufacturer. Innovative online platform drives business impact by delivering highly engaging, scalable, elegantly designed enterprise learning.
Industry	Learning technology
Website	www.intrepidlearning.com

Value Proposition

Intrepid Learning's technology platform is highly configurable for a wide variety of learning goals and appropriate for a range of critical business initiatives. The platform can be leveraged to create:

Self-directed learning experiences.

Time-bound, collaborative, cohort-driven program (aka a Corporate MOOC).

Continuous learning journey over time.

Blended wrapper for pre- and post- in-person events and learning reinforcement.

In any configuration, the Intrepid platform creates effective, highly-engaging learning that scales to accommodate as many learners as a client needs and includes intuitive learning paths, real-world assignments, built-in social learning, and gamification.

Clients use the Intrepid Learning platform in the following areas:

Business acumen (technology).

Leadership development (professional services, manufacturing, health care, consumer products).

Onboarding for call-center personnel (insurance).

Customer-service skills (banking).

New software and business processes rollout (aerospace, technology).

Coaching and feedback (professional services).

Logistics and supply-chain management (manufacturing, retail).

Software-development process (manufacturing).

Communication skills (education).

New-manager training (technology).

Facilitation methodologies for learning professionals (professional services).

Train-the-trainer (training companies).

High performance mindset (technology).

Figure 1: Responsive design of the Intrepid Learning platform



Source: Intrepid Learning

Figure 2: Example of Homepage Panel Structure



Source: Intrepid Learning 2018

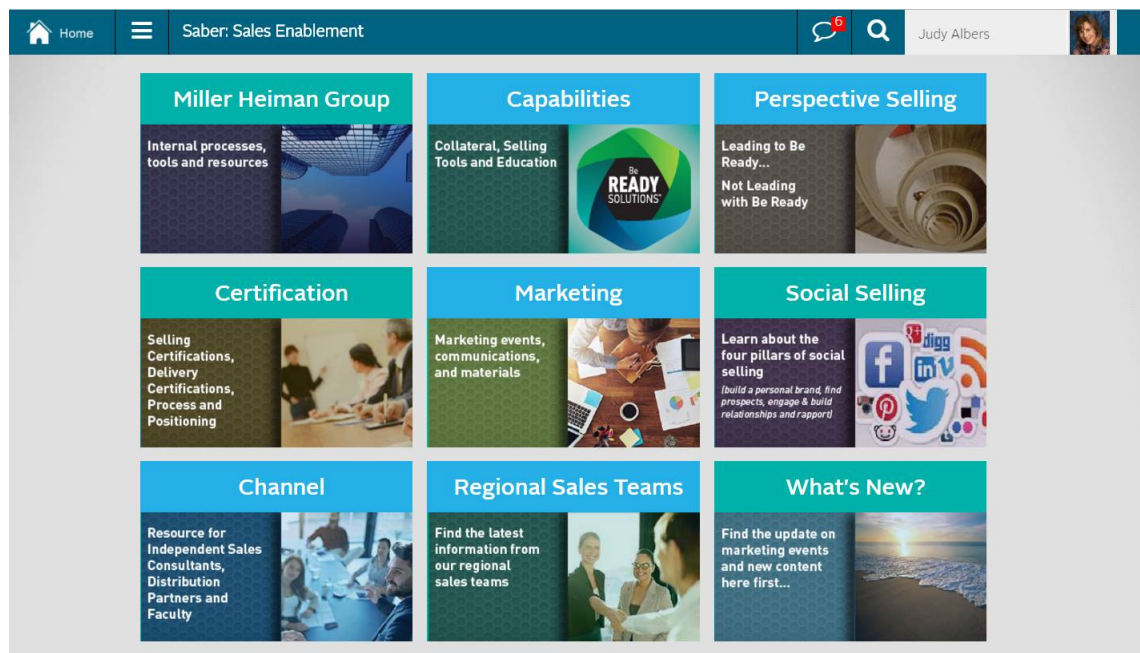
Client: Miller Heiman Group

Miller Heiman Group, one of the most well-known and respected brands in the sales and service industry, integrated five trusted brands, including Miller Heiman, Huthwaute, and AchieveGlobal, all forces in the ILT training delivery world. Their solutions include SPIN Selling™, Strategic Selling™, and Large Account Management Processes™. All the products have been rebranded under the “BeReady™” umbrella, which is available on the Intrepid platform for consumption by global-scale audiences and ILT for high-touch situations.

Miller Heiman Group faced the challenge of training its internal sales force to generate revenue faster – this time on all the newly-combined products. Half of the salespeople are directly employed by MHG and the other half are indirect, running their own consulting firms and representing MHG. Together, the sales force numbers more than 600.

The challenge was to have the multigenerational salesforce be able to speak about all MHG solutions: tell the story and make connections between known and unknown brands.

Figure 3: “Saber” – Internal Sales enablement homepage



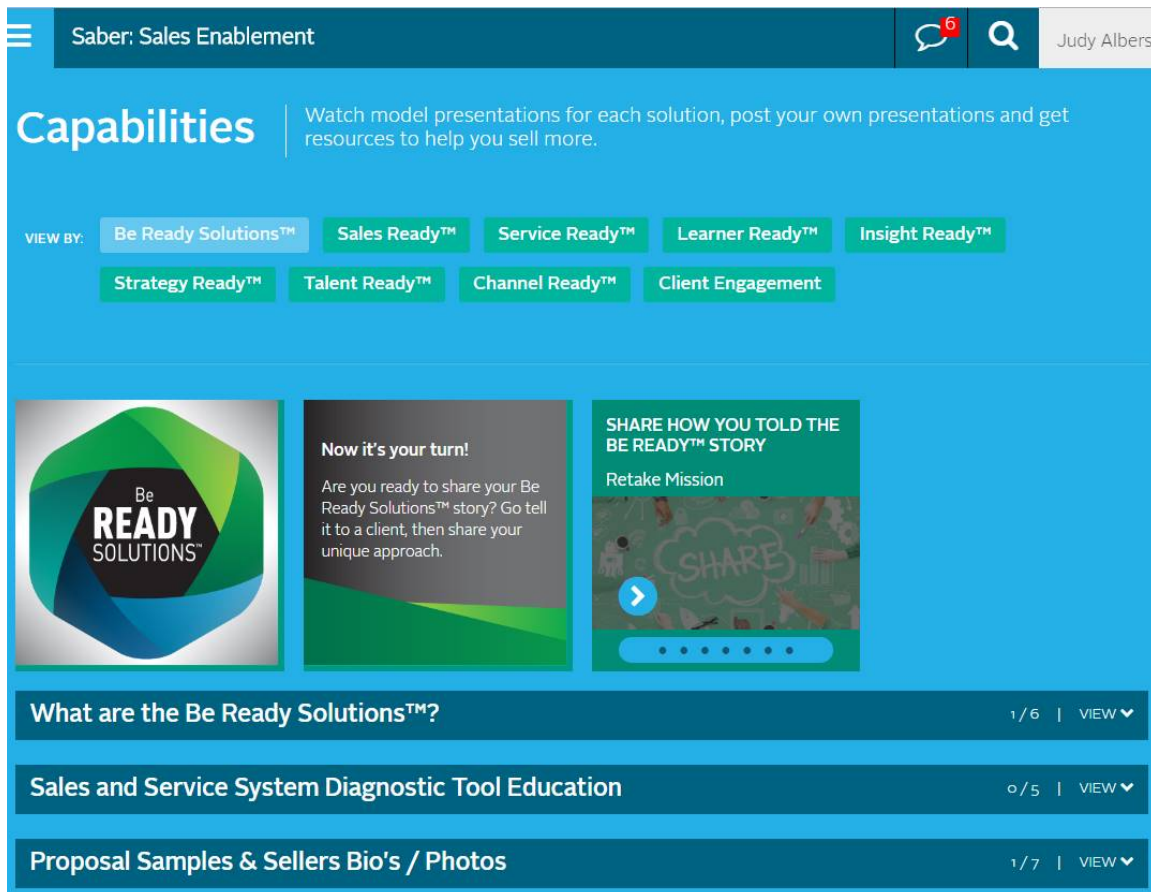
Source: Intrepid Learning

“Saber,” the name for Miller Heiman’s internal sales-enablement site on the Intrepid platform, is a repository of all necessary sales collateral, both internal and client-facing, so it’s easy for sales people to find what they need on the entire suite of MHG products. How is that different than, say, a SharePoint site? Context, context, context. Miller Heiman Group leveraged the features and capabilities of the Intrepid platform to add context and real enablement to the learner’s experience.

For example, next to the information a sales person needs about a product is a video of a top sales lead delivering a pitch for that product. Learners can watch the best salespeople model behavior and access an entire communities’ experience with each product or solution.

Learners also complete Missions, where they go out and try their pitch on a real client, then return to talk about how they personalized the pitch for clients in a particular industry. Talk about harnessing the “Wisdom of the Crowd!”

Figure 4: Capabilities



Saber: Sales Enablement

Capabilities

Watch model presentations for each solution, post your own presentations and get resources to help you sell more.

VIEW BY: Be Ready Solutions™ Sales Ready™ Service Ready™ Learner Ready™ Insight Ready™ Strategy Ready™ Talent Ready™ Channel Ready™ Client Engagement

Be READY SOLUTIONS™

Now it's your turn!
Are you ready to share your Be Ready Solutions™ story? Go tell it to a client, then share your unique approach.

SHARE HOW YOU TOLD THE BE READY™ STORY
Retake Mission

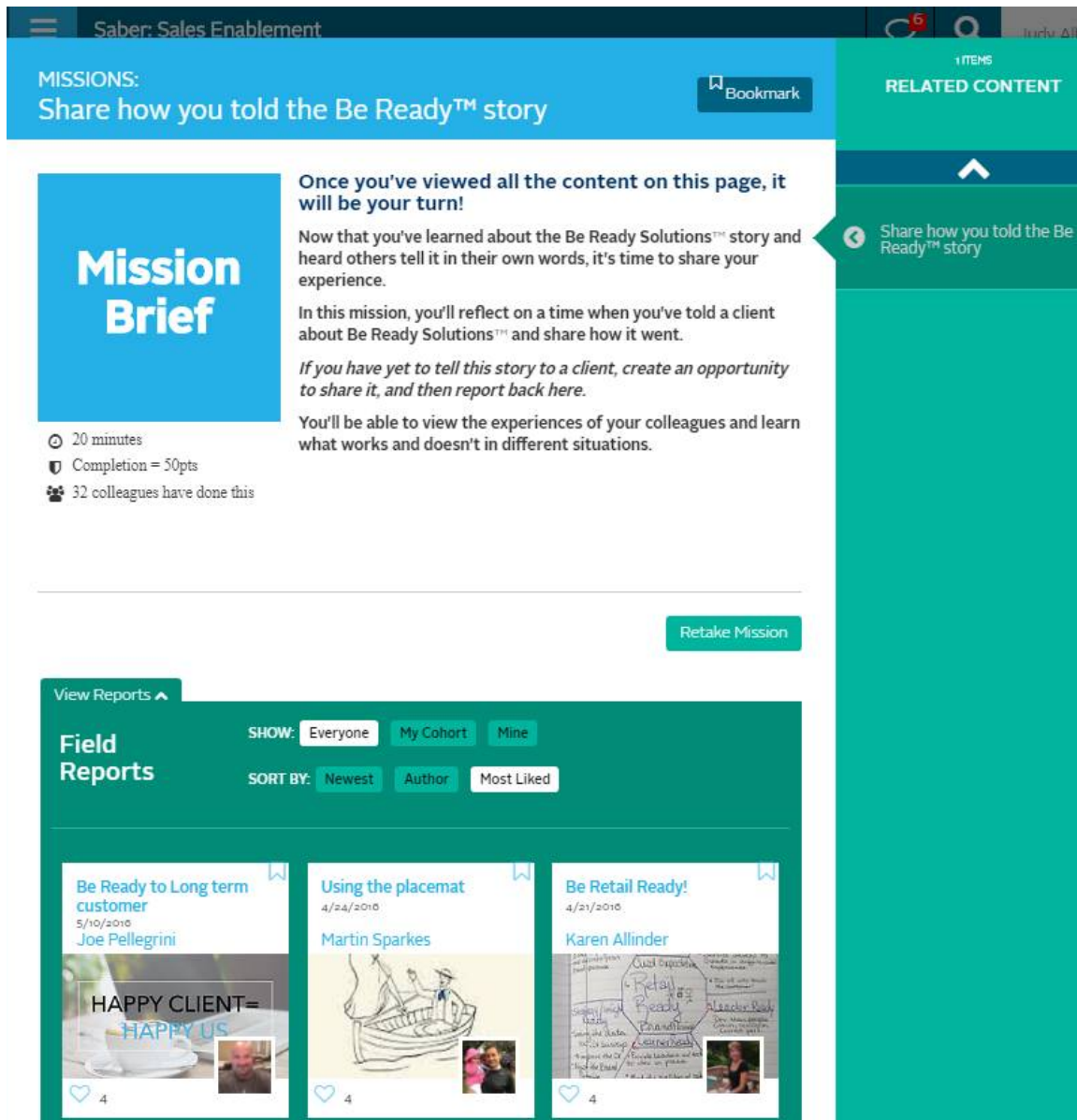
What are the Be Ready Solutions™? 1/6 | VIEW

Sales and Service System Diagnostic Tool Education 0/5 | VIEW

Proposal Samples & Sellers Bio's / Photos 1/7 | VIEW

Source: Intrepid Learning

Figure 5: Missions



MISSIONS:
Share how you told the Be Ready™ story

Mission Brief

Once you've viewed all the content on this page, it will be your turn!

Now that you've learned about the Be Ready Solutions™ story and heard others tell it in their own words, it's time to share your experience.

In this mission, you'll reflect on a time when you've told a client about Be Ready Solutions™ and share how it went.

If you have yet to tell this story to a client, create an opportunity to share it, and then report back here.

You'll be able to view the experiences of your colleagues and learn what works and doesn't in different situations.

20 minutes
Completion = 50pts
32 colleagues have done this

Retake Mission

View Reports

Field Reports

SHOW: Everyone My Cohort Mine
SORT BY: Newest Author Most Liked

- Be Ready to Long term customer**
5/10/2010
Joe Pellegrini
HAPPY CLIENT = HAPPY US
- Using the placemat**
4/24/2010
Martin Sparkes
- Be Retail Ready!**
4/21/2010
Karen Allinder

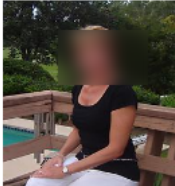
Source: Intrepid Learning

Figure 6: Field Report

Saber: Sales Enablement
Close Field R

SHARE HOW YOU TOLD THE BE READY™ STORY: Be Retail Ready!

[View Printable Version](#)



Karen
4/21/2016

Why the moment was right

I was meeting with a new prospect; a VP of Retail with a large automotive supply store. They sell to commercial customers (folks who own auto repair stores) and they sell to the DIY customers. They are trying to grow this retail DIY market.

Customer profile

- Automotive Parts Store
- 1200 company owned stores and 5000 independently owned stores
- VP of Retail

My talking points

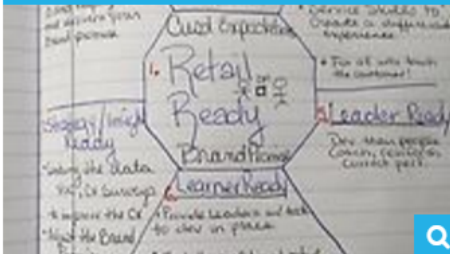
- I began with the customer at the center. And we talked about the retail customer's expectation and the company's brand promise
- We discussed the differences between retail

MORE ▾

Client's reaction

Client loved our approach. We presented a proposal today and are awaiting the "GOOD NEWS."

Picture this



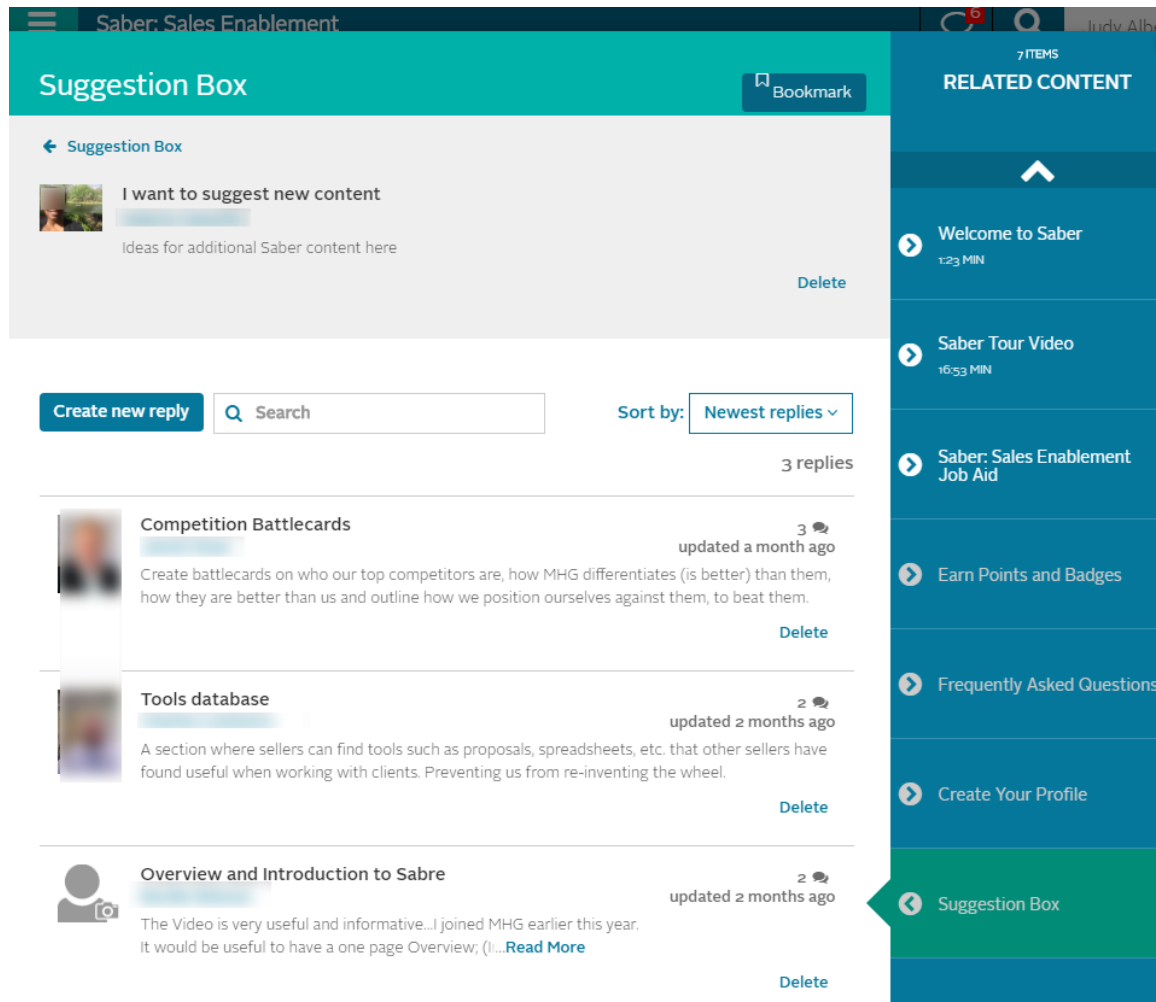
Be Retail Ready!!!

What I learned

I used the Be Ready place mat when preparing for the meeting. It helped me to plan my discovery strategy and my presentation. It also helped me to identify some gaps in my own understanding of their business (i.e. what is their current hiring profile). I also changed it up a bit to better meet the needs of this customer. I see this as a living document.

Source: Intrepid Learning

Figure 7: Suggestion Box



The screenshot shows a web interface for a 'Suggestion Box' within a 'Saber: Sales Enablement' context. The main content area displays a list of suggestions, each with a user profile picture, a title, a description, and a 'Delete' button. The suggestions are sorted by 'Newest replies'. A 'Create new reply' button and a search bar are located above the list. On the right side, there is a 'RELATED CONTENT' sidebar with a list of items, including 'Welcome to Saber', 'Saber Tour Video', 'Saber: Sales Enablement Job Aid', 'Earn Points and Badges', 'Frequently Asked Questions', 'Create Your Profile', and 'Suggestion Box' (which is highlighted with a green arrow).

Suggestion Box [Bookmark]

← Suggestion Box

I want to suggest new content
Ideas for additional Saber content here
Delete

Create new reply [Search] Sort by: Newest replies ▾

3 replies

Competition Battlecards
Create battlecards on who our top competitors are, how MHG differentiates (is better) than them, how they are better than us and outline how we position ourselves against them, to beat them.
3 updated a month ago
Delete

Tools database
A section where sellers can find tools such as proposals, spreadsheets, etc. that other sellers have found useful when working with clients. Preventing us from re-inventing the wheel.
2 updated 2 months ago
Delete

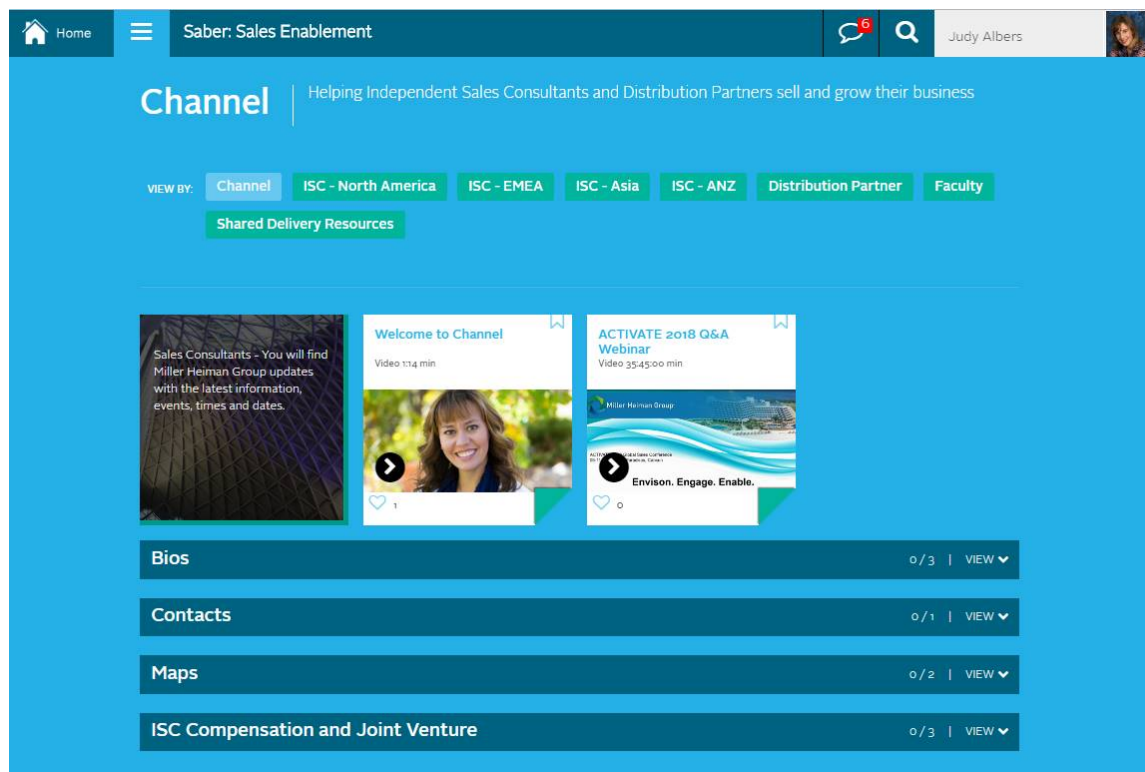
Overview and Introduction to Sabre
The Video is very useful and informative...I joined MHG earlier this year. It would be useful to have a one page Overview; (I...[Read More](#)
2 updated 2 months ago
Delete

7 ITEMS
RELATED CONTENT

- Welcome to Saber (1:23 MIN)
- Saber Tour Video (16:53 MIN)
- Saber: Sales Enablement Job Aid
- Earn Points and Badges
- Frequently Asked Questions
- Create Your Profile
- Suggestion Box**

Source: Intrepid Learning

Figure 8: Channel



Source: Intrepid Learning

The Saber site began life as a complement to Miller Heiman’s worldwide sales meeting but is now used to onboard all new salespeople. In between, existing salespeople went through Saber to earn specific badges to get everyone on the same page of the change-management initiative. The site has proven so effective for internal selling, salespeople sometimes demo it to clients when upselling.

The context is a main reason Saber is effective – the ease of surrounding a piece of content with Miller Heiman-specific, learner-focused information and activities.

The MHG team transferred the Internet Protocol to the Intrepid Learning platform for a variety of modes, including blended learning, self-directed, corporate MOOC-like experiences, and ILT versions of SPIN Selling™, Strategic Selling™, Large Account Management Processes™, and more. MHG’s journey from strictly ILT to Intrepid Learning’s rich, engaging learning took a detour to eLearning modules a few years back, but clients demanded more than just scale eLearning could provide. They demanded social learning and a better learning experience overall. The Intrepid platform gave MHG

the opportunity to extend learning beyond an ILT event into a series of learning opportunities that take advantage of reinforcement over time.

Syllabus panel. MHG can release new content weekly, monthly, or whenever the rhythm suits the culture and goals.

Discussion forum.

- Example: In Service Ready, a course is focused on training people who are on the phone handling customer service all the time. A key goal of the training is to have learners connect on a human level, not just memorize scripts. They use discussion forums to customize MHG's generic IP to each company. After a general concept module, users are asked how to make the learning more personal to a particular company and how to apply it to best practices.
- Example: Learners watch or listen to a realistic-customer interaction, then discuss what participants in the interaction did right, did wrong, and could do differently. This scenario is followed by another one with a different outcome and the same debriefing structure.

Missions. The capstone project for one of the selling courses is a "blue sheet" for strategic analysis and a "green sheet" for meeting plans for actual customers. Both sheets are shared and peer-reviewed, transferring workshop exercises into engagement assets (Missions). Learners are not tasked with coming up with the entire analysis from scratch.

- Modular missions along the way cover specific topics, show an example, thread in discussion forums, then ask for one piece of a blue sheet based on a real customer. Thus, when learners get to the capstone Mission, they have all the individual pieces they need to put it together, literally in the Mission and figuratively in their understanding of the overall-sales concept.

eLearning packages repurposed. The ability to curate and repurpose content is essential in building an online-learning experience.

- Miller Heiman incorporated eLearning packages previously delivered on its LMS by having a "Start" button in learning paths that led to the HTML5 eLearning so courses would play on mobile devices like the rest of the content on the Intrepid platform.
- Learners move through the eLearning, then click a "Close" button and are right back at the tab in the Intrepid experience for a seamless learning experience.
- Large e-learning packages were chunked with videos and other assets within the Intrepid site.

Client: VitalSmarts

VitalSmarts, named one of the Top 20 Leadership Training Companies for four consecutive years by Training Industry, combines 30 years of research with five decades of social-science thinking to help leaders and organizations change human behavior and achieve new levels of performance. Its flagship product, Crucial Conversations™, helps organizations develop the high-leverage skills of open dialogue—skills to talk candidly and honestly to gain alignment and agreement on important matters. To date, more than one million people have been trained in the skills of Crucial Conversations™ and more than three million copies of the New York Times bestselling book of the same title have been sold.

Organizations can certify internal facilitators/trainers via the VitalSmarts train-the-trainer program to efficiently roll-out Crucial Conversations™ across the organization.

In 2016, VitalSmarts' leaders recognized the need to take the train-the-trainer program online and collaborated with Intrepid Learning to design a robust online-learning experience that teaches the softest of soft skills by utilizing the power of video and online social opportunities to the maximum. Results have been phenomenal.

In addition, VitalSmarts is rolling out the full Crucial Conversations™ course in an online format on the Intrepid platform, making it available to customers alongside the ILT workshops.

Prior to 2016, train-the-trainer certification courses were offered exclusively through in-person workshops facilitated by a VitalSmarts Master Trainer. This model created a barrier for both VitalSmarts and its clients. The more certified trainers a client organization has, the faster it can roll out VitalSmarts' training, which equates to higher sales of training toolkits.

However, scheduling issues often stalled the ILT process. A typical scenario involved new trainee/s ready to deploy Crucial Conversations™ within their organizations in the next month, but the in-person training in the area finished two weeks ago and won't take place again for another six months.

The goal was to develop and deliver to market an on-demand, virtual certification pathway for the marquee Crucial Conversations™ program. The program needed to include the same rigorous-certification pathway for Crucial Conversations™ as the ILT version, integrate with ongoing trainer-support programs, and be a steady-state operation.

The online learning experience had to take something complicated and messy (soft skills) and scary (all eyes on the facilitator) and make it:

Simple and intuitive.

Robust and interactive.

Intuitive with learning paths.

High-quality learning equal to the live classroom.

Online could expand, not limit, the training experience: VitalSmarts' leaders admitted the tendency was to look at the face-to-face certification course and say, "How do we do the same things online?" That thinking really got them stuck. It was hugely valuable to step back and discuss all the things they couldn't do in the face-to-face course and figure out the constraints of instructor-led training.

With the bigger picture in mind, they unlocked their thinking about how to use the online course, not to replicate the classroom experience but to do things they weren't able to do in the face-to-face course.

After an intensive two-day "hackathon" with Intrepid Learning experts and VitalSmarts' stakeholders, the team created a 10-day program that included:

Asynchronous videos filmed with VitalSmarts' nine best trainers during a two-day session of "TED"-style talks.

Documents.

Assessments.

Three live sessions with a master trainer; recorded for reviewing and those who couldn't attend live.

Award points and badges so participants can see how close they are to completion.

Capstone "teach-back" project with learners recording themselves facilitating a training to live participants.

Peer review of capstone teach-backs.

Continuous feedback from fellow learners and master trainers.

Delivery of live and asynchronous content was spaced out to maximize retention potential. Intrepid's social features fostered the generation and sharing of participant experiences. Robust facilitation practice was included. Together, the learning enabled trainers to deliver a high-quality online learning experience geared to the needs of the learner.

VitalSmarts' philosophy. Create content and learning experiences that develop trainer competencies.

- Coaching/feedback/development plans rather than an assessment or evaluation experience (pass/fail).
- Focus on facilitation best practices, content knowledge, brand representation, and access to resources (not basic facilitation skills).
- Impart confidence in the trainer, not just the mastery of content (though that too!).
- **Convert trainer to “raving fan.”**
 - Leave the trainer excited and motivated to train Crucial Conversations™ skills internally, creating champions in organizations around the world.
- **Engage trainer in VitalSmarts community.**
 - Assist the trainer in becoming a part of the certified-trainer community.
 - Certification is a crucial step in the customer life cycle. Trainers are connected with their sales rep, master trainer, and other VitalSmarts' team members.
 - Assist trainer in internal advocacy for VitalSmarts programs.
 - Keep up the excitement and momentum for Crucial Conversations™ long after certification.

Product or Program Innovation

The Intrepid Learning platform provides immersive, learner-directed experiences that are mobile accessible and enables opportunities for real-world practice and peer-to-peer collaboration within the work day. Intrepid focuses exclusively on the enterprise client and the corporate market with a solution optimized to solving business and performance challenges, not to broadcast academic content. The collaborative functionality is built-in, meeting the modern learner's need for social features within the platform itself.

Three primary areas of innovation and differentiation are:

- 1) Learning experiences are designed to empower clients to take full advantage of the possibilities of short-form content.
- 2) An agile and iterative design and development methodology enables solutions to be launched expeditiously.
- 3) Clients can continue to design and develop their own programs on the platform with little to no assistance. The result has been deep engagement as good or better than in-person training events. And the learning sticks, empowering employees who drive business results.

Intrepid Learning's platform drives business impact by focusing on the individual learner's experience and delivering highly engaging, scalable, elegantly designed, and cost-effective enterprise learning for critical business initiatives. The social and collaborative elements key to modern learning are built-in and the platform is easily configurable for a variety of learning goals.

The results have been deep engagement—as good or better than in-person training events—and learning that sticks. Those two results empower employees, who drive business results.

Unique Differentiators

Key differentiating features of the technology include:

Applied learning through missions, guided real-world assignments directly tied to the job.

Peer review of final assignments.

Shareable, searchable, and sortable field reports.

Video upload capability for learners and video embedding in the course.

Gamification through badging and leaderboard options.

Social features include “liking,” sharing, bookmarking, and asset-level feedback.

Appealing consumer-grade design and full look/feel branding options

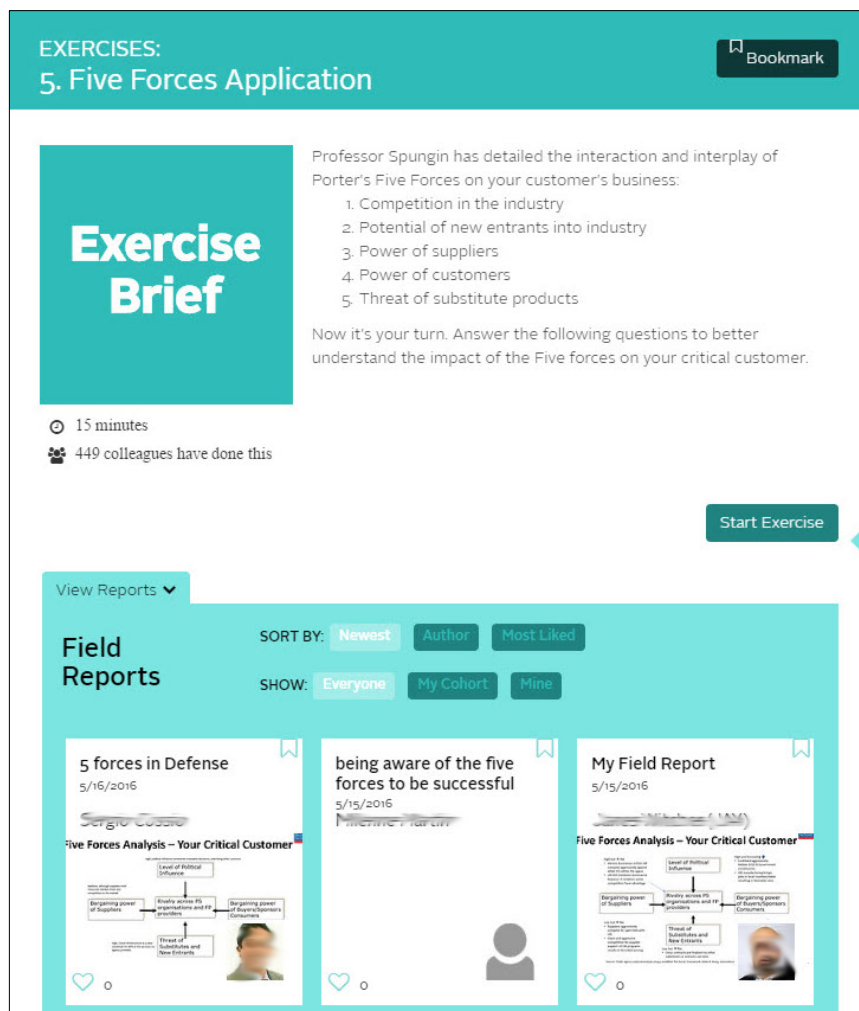
Intuitive interface for learners.

Administrative interface easy to learn, use, duplicate, and maintain.

Missions provide real-world practice for learning transfer by using scenarios where learners do real work, capture a visual and written artifact of their experience, and share their learning with others. This feature has proven to be one of the most impactful for

clients and learners. In 2017, the Intrepid Learning team made it possible for learners to contribute video content as part of a mission or project, jpegs, and pdfs. Class designers can have learners practice an experience, such as a sales pitch or coaching a team member, or have learners to share insights from their own practical experiences.

Figure 9: Mission Field Reports

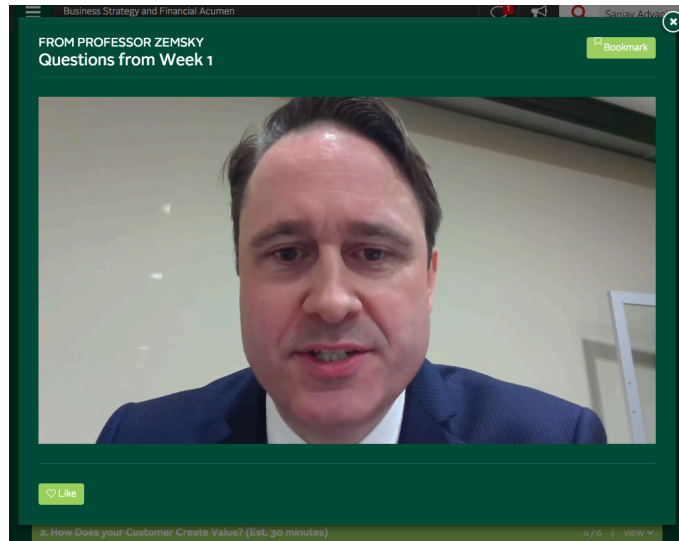


The screenshot displays the Intrepid Learning interface. At the top, it shows 'EXERCISES: 5. Five Forces Application' with a 'Bookmark' button. Below this is an 'Exercise Brief' section with a teal background. The brief text states: 'Professor Spungin has detailed the interaction and interplay of Porter's Five Forces on your customer's business:' followed by a numbered list: 1. Competition in the industry, 2. Potential of new entrants into industry, 3. Power of suppliers, 4. Power of customers, 5. Threat of substitute products. It then says: 'Now it's your turn. Answer the following questions to better understand the impact of the Five forces on your critical customer.' Below the brief, it indicates '15 minutes' and '449 colleagues have done this'. A 'Start Exercise' button is visible. Below the exercise brief is a 'View Reports' dropdown menu. Underneath, there's a 'Field Reports' section with sorting options: 'SORT BY: Newest, Author, Most Liked' and 'SHOW: Everyone, My Cohort, Mine'. Three report thumbnails are shown, each with a title, date, and a small image of the author. The first is '5 forces in Defense' (5/16/2016) by Sergio Cordero. The second is 'being aware of the five forces to be successful' (5/15/2016) by Milosavljevic, Marko. The third is 'My Field Report' (5/15/2016) by an unnamed user. Each thumbnail includes a 'Five Forces Analysis - Your Critical Customer' diagram.

Source: Intrepid Learning

The new video upload feature has opened a whole new world of peer-to-peer learning. In a train-the-trainer course, for example, learners can upload videos of themselves giving a real product pitch or doing a teach back in front of an audience. In addition, instructors can record webcam responses to a thread in a discussion forum or answer oft-asked questions. This ability increases the immediacy of the learning experience and keeps learners engaged.

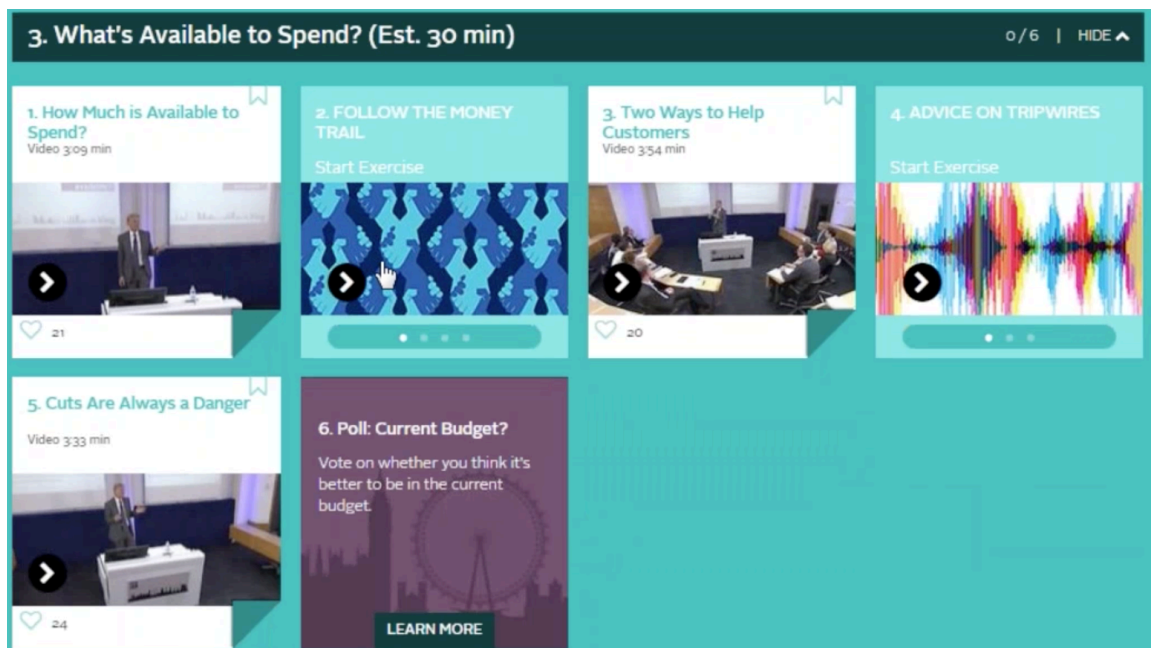
Figure 10: Professor Answers Forum Questions



Source: Intrepid Learning

Learning Paths package content in digestible chunks with clear objectives and deadlines, Micro-learning bundles are accessible through a fully configurable architecture (e.g. learner questions, stages in a process, business needs, etc.)

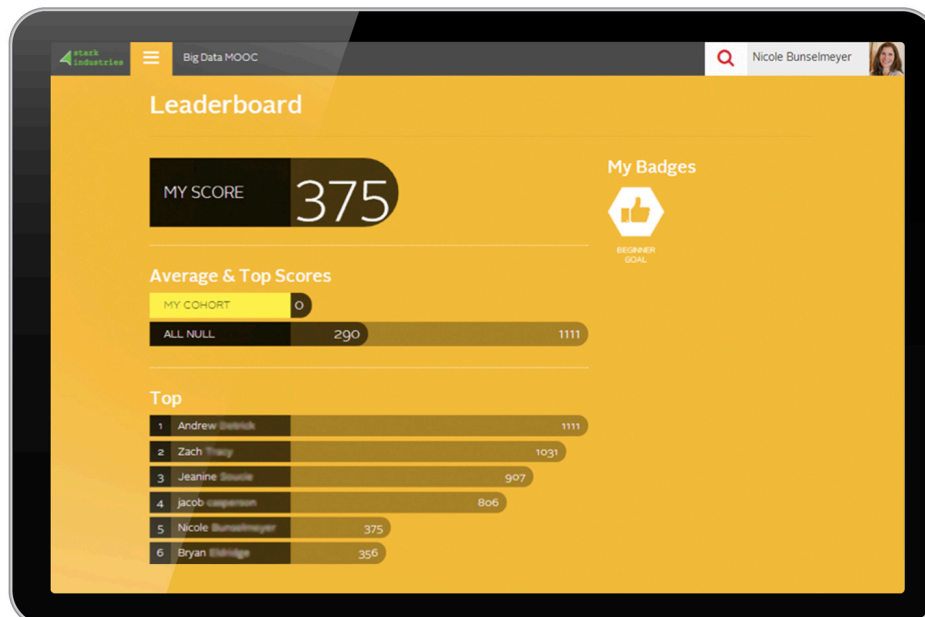
Figure 11: Learning Path



Source: Intrepid Learning

Gamification keeps learners invested throughout the duration of training, which includes such elements as friendly competition and rewards and recognition through badging and certification. Other gamification features can be utilized for different company cultures.

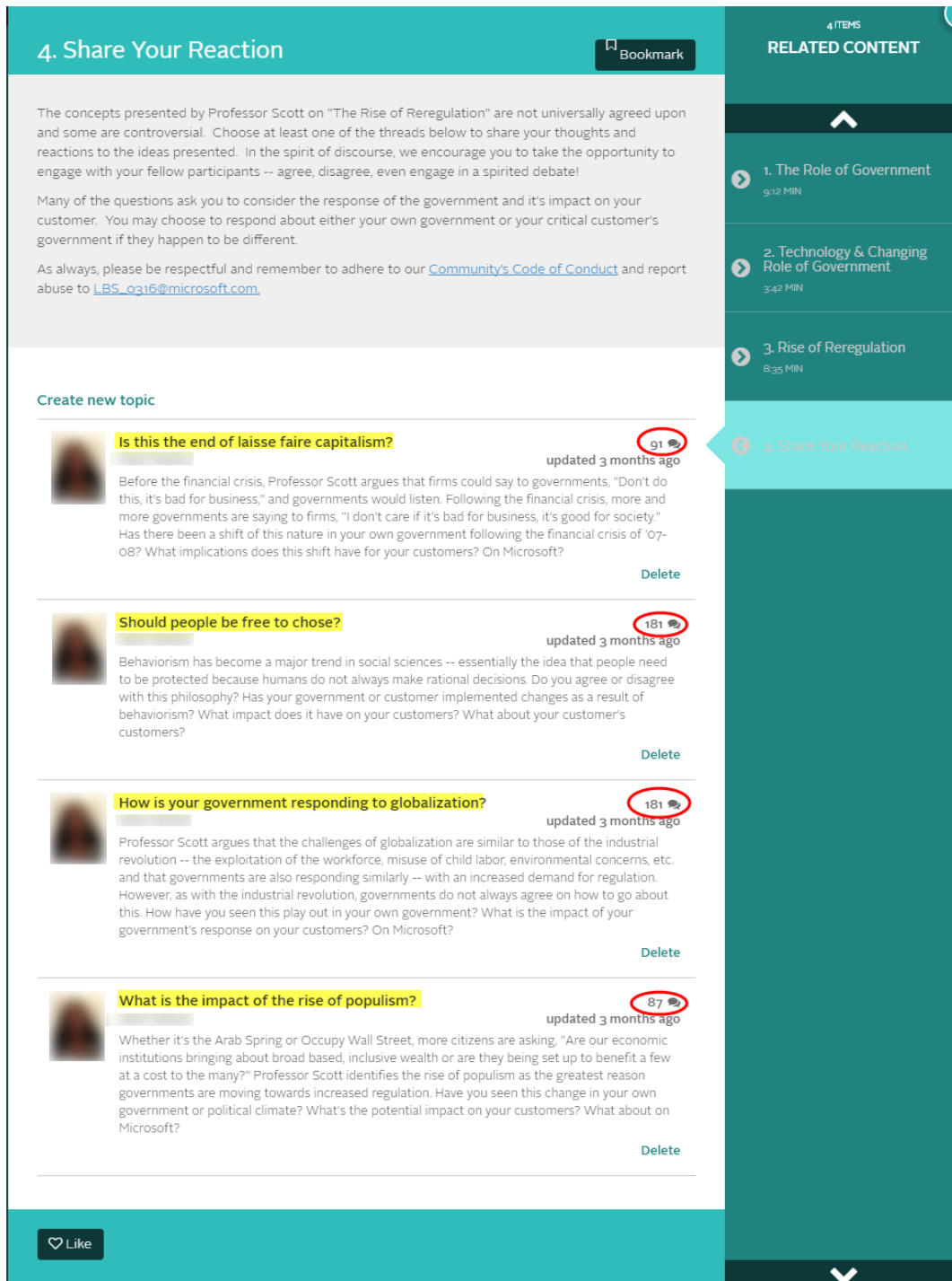
Figure 12: Leaderboard



Source: Intrepid Learning

Informal learning uses built-in social features, including powerful peer-to-peer collaboration. Learners can “like,” share, and comment on peers’ assignments and comments. The recently-updated interface offers more balance between the actions of creating a new thread and searching existing threads. The update also provides more sorting/filtering options by adding a toggle to switch, for example, between newest replies and most replies.

Figure 13: Discussion forum



The screenshot shows a discussion forum interface. The main content area is titled "4. Share Your Reaction" and contains a "Bookmark" button. Below the title, there is a paragraph of text: "The concepts presented by Professor Scott on 'The Rise of Reregulation' are not universally agreed upon and some are controversial. Choose at least one of the threads below to share your thoughts and reactions to the ideas presented. In the spirit of discourse, we encourage you to take the opportunity to engage with your fellow participants -- agree, disagree, even engage in a spirited debate!"

Below this text, there is another paragraph: "Many of the questions ask you to consider the response of the government and its impact on your customer. You may choose to respond about either your own government or your critical customer's government if they happen to be different."

At the bottom of the main content area, there is a note: "As always, please be respectful and remember to adhere to our [Community's Code of Conduct](#) and report abuse to LBS_o316@microsoft.com."

Below the main content area, there is a section titled "Create new topic" with four discussion threads. Each thread has a title, a profile picture, a "Delete" button, and a "Like" button. The number of likes for each thread is circled in red:

- Is this the end of laissez faire capitalism?** (91 likes)
- Should people be free to chose?** (181 likes)
- How is your government responding to globalization?** (181 likes)
- What is the impact of the rise of populism?** (87 likes)

Each thread also includes a short paragraph of text and is marked as "updated 3 months ago".

On the right side of the interface, there is a "RELATED CONTENT" section with four items:

1. The Role of Government (9:12 MIN)
2. Technology & Changing Role of Government (3:42 MIN)
3. Rise of Reregulation (8:35 MIN)
4. Share Your Reaction

At the bottom of the interface, there is a "Like" button and a "4 ITEMS" indicator.

Source: Intrepid Learning

Easily-learned administrative features offer an intuitive interface. Although Intrepid provides training options, clients can create and modify courses on a large scale with ease and administer multiple programs with overlapping schedules. One health insurance client is running 300+ instances with minimal administrators.

The platform allows for multiple-user types and cohorts, time-bound limits, and release of content. New content can be announced via the Announcements or Notifications features, and individual assets can be tagged with dates to make refreshing older content easy. Intrepid also has a WYSIWYG editor, so administrators can test content to see what it will look like when published from right inside the platform. The administrative backend also features standard reports for:

Learner activity.

Content usage.

Learning Path status.

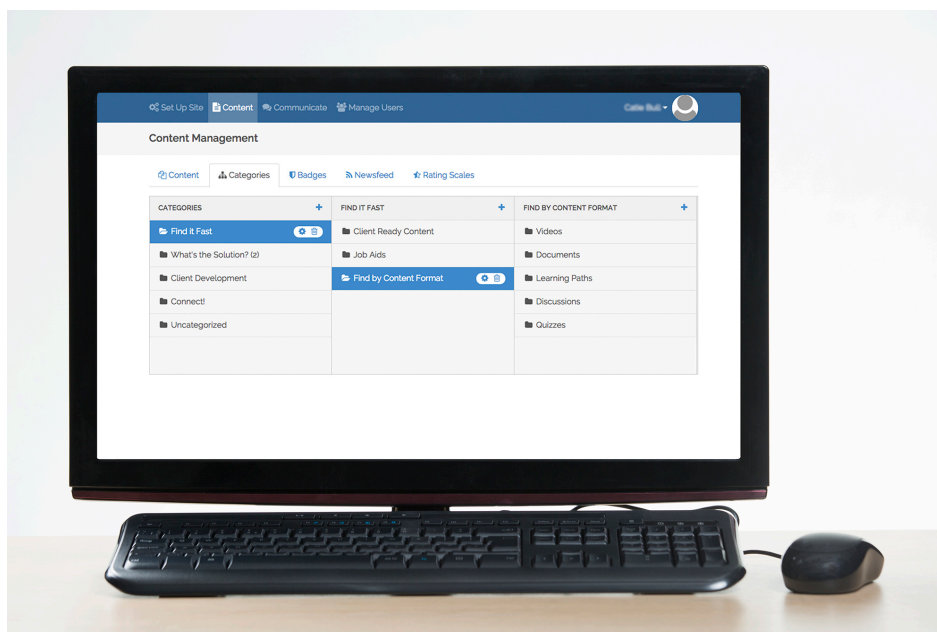
“Share” summary and details.

Peer Review Results.

Project Summaries for individual learners and across total learners.

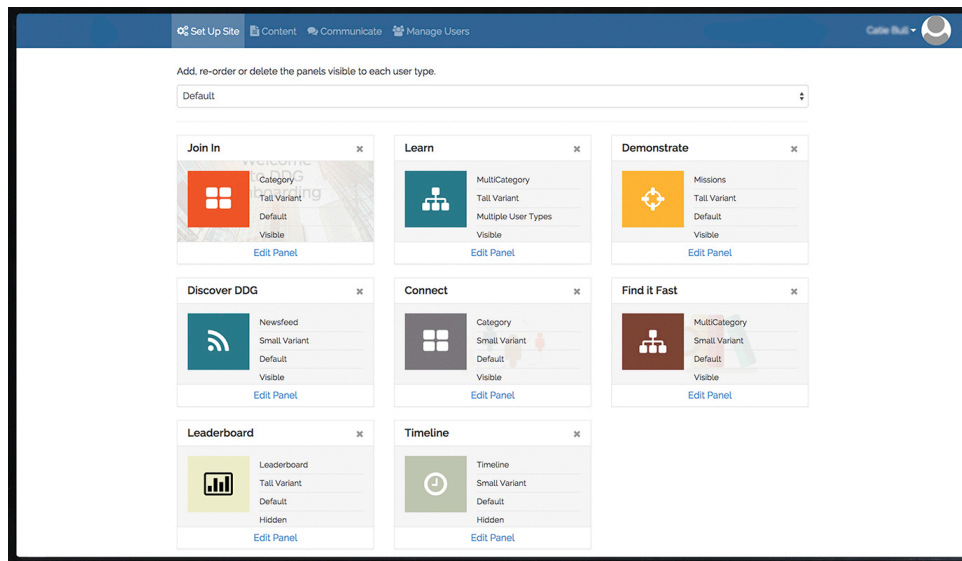
Feedback summary and details.

Figure 14: Well-designed administrative back-end



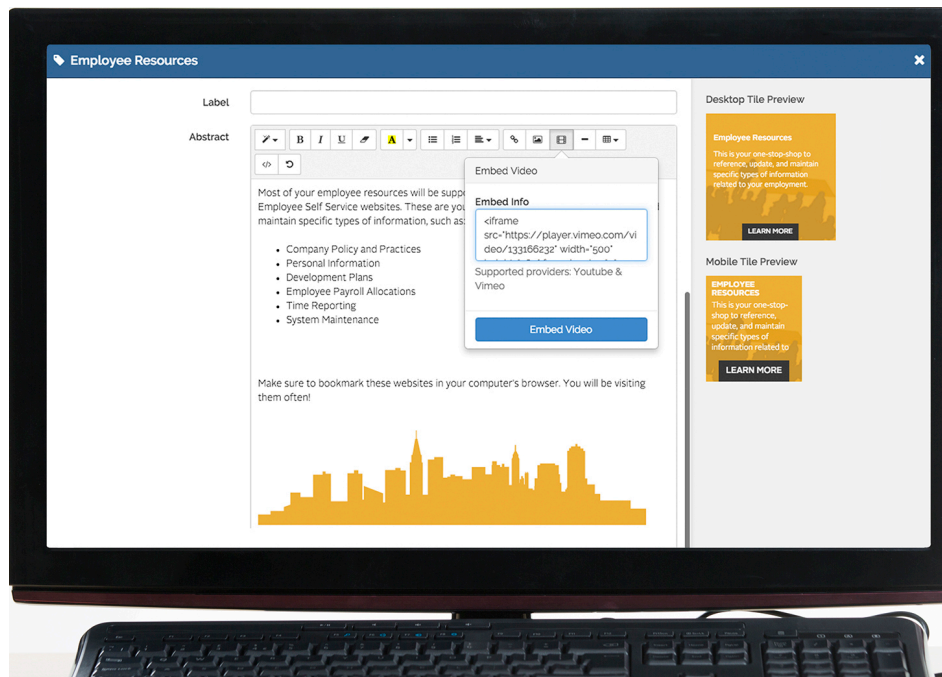
Source: Intrepid Learning

Figure 15: Drag-and-drop administrative features



Source: Intrepid Learning

Figure 16: Administrative features—WYISYG editor



Source: Intrepid Learning

Measurable Results

Client: Miller Heiman Group

Miller Heiman Group is experiencing great success with the Intrepid-delivered IP and have achieved its goals:

Increased capabilities for MHG offerings massively.

Addressed changing-market desires for social and gamification features.

Developed experiences that satisfy the needs of the modern learner.

Apart from converting the IP from one methodology to another, the shift to the Intrepid platform became an extended business model for MHG. Leaders think about their mission and products differently. They offer facilitator certification as well as the Saber sales-enablement tool. MHG also is using the Intrepid platform as a client preview site, where potential clients can test the platform themselves for 10 days to see just what sort of engaging experience awaits them.

“Anytime I need to find answers, I will most likely find it in Saber. From partnering with a Sales Consultant, to sourcing a client testimonial - all of this valuable information is in Saber. Saber is also a powerful Sales Enablement hub, that allows the Miller Heiman

Group community to share best practices, engage and connect with each other and offer perspectives. Saber is interactive, so you can collaborate with others, like, add comments and complete missions. You can create topics and ask questions from the Sales Consultants and other SMEs, so the networking is invaluable. There are also countless learning opportunities, so you can always strengthen your knowledge in many areas to contribute to your professional success. The other unique aspect about Saber is the potential can keep growing, as a lot of its power comes from its users, so the benefits and possibilities are endless. – **Josephine Lee**, Manager of Sales Operations, Miller Heiman Group

Client: VitalSmarts

Client feedback has been overwhelmingly positive. Initially, the team set out to replicate the classroom certification-experience online. But as VitalSmarts' leaders learned about the capabilities of the Intrepid platform and its technological advances in online learning, they realized they could expand the training experience using an online modality.

Not only could they create a more-personalized experience for the participant, but they could accommodate more people interested in becoming certified. They report that their online certification offers the quality, content, and trainer development expected from VitalSmarts paired with the convenience they need to get their job done better and faster. The online modality is especially ideal for those who have travel or budget restrictions, for teams of people spread out over various geographic locations, and for people with scheduling limitations.

Ashley Dittmar, the Master Trainer who facilitated the first run of the online course, said that learners using Crucial Conversations™ online are more prepared with their teach-backs and more familiar with the material than those who attend an ILT workshop.

In addition, VitalSmarts is releasing the Crucial Conversations™ course itself on the Intrepid platform.

About Brandon Hall Group

Brandon Hall Group is a HCM research and advisory services firm that provides insights around key performance areas, including Learning and Development, Talent Management, Leadership Development, Talent Acquisition, and HR/Workforce Management. With more than 10,000 clients globally and more than 20 years of delivering world-class research and advisory services, Brandon Hall Group is focused on developing research that drives performance in emerging and large organizations, and provides strategic insights for executives and practitioners responsible for growth and business results.

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